

Field Office Customer Service Survey

1. Which DMV office did you visit?
2. Once you were in the office, how long did you wait?
15 Minutes or less 16 to 30 Minutes 31 to 45 Minutes 46 to 60 Minutes
More than 60 Minutes
3. Was your wait time satisfactory? Yes No
4. What is a satisfactory wait time to you?
15 Minutes or less 30 Minutes or less 45 Minutes or less
60 Minutes or less
5. I received courteous service
Strongly Agree Agree Disagree Strongly Disagree
6. I received the information I needed
Strongly Agree Agree Disagree Strongly Disagree
7. How many visits to the DMV did it take to complete this transaction?
1 2 More than 2
8. How was our service this time compared to prior visits?
Better About the same Worse N/A (Was my first visit to DMV)
9. Overall, how would you rate the service you received?
Excellent Above Average Satisfactory Unsatisfactory

Additional comments regarding your visit may be entered here. (Limited to 225 characters maximum including spaces and punctuation.) **Please be aware that we are unable to complete transactions via this survey. Please contact your nearest field office for assistance with specific DMV issues.**

If you would like a reply to any of your comments, please provide your name, address and phone number.

First Name

Last

Address

City

Zip Code

Day Phone ()

DL/ID Number

Plate/CF Number

Click here when you are ready to print the form

Submission Information After you have filled in the blanks you can print the form and fax it to

916 657-1285.

Or mail to: Office of the Director
Department of Motor Vehicles
P.O. Box 932328
Sacramento, CA 94299-9982